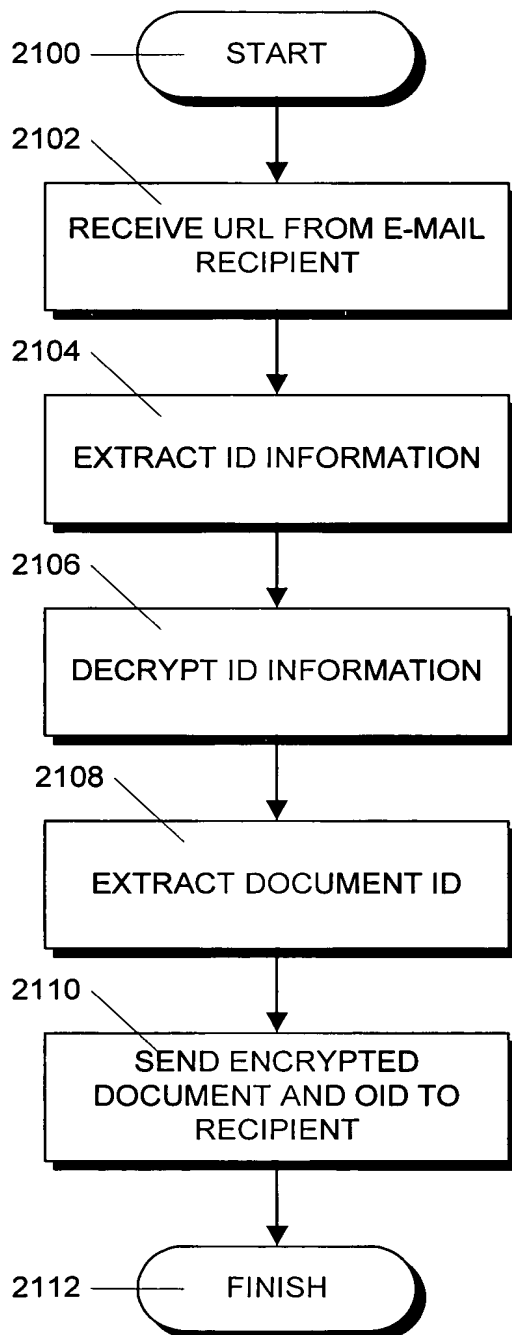




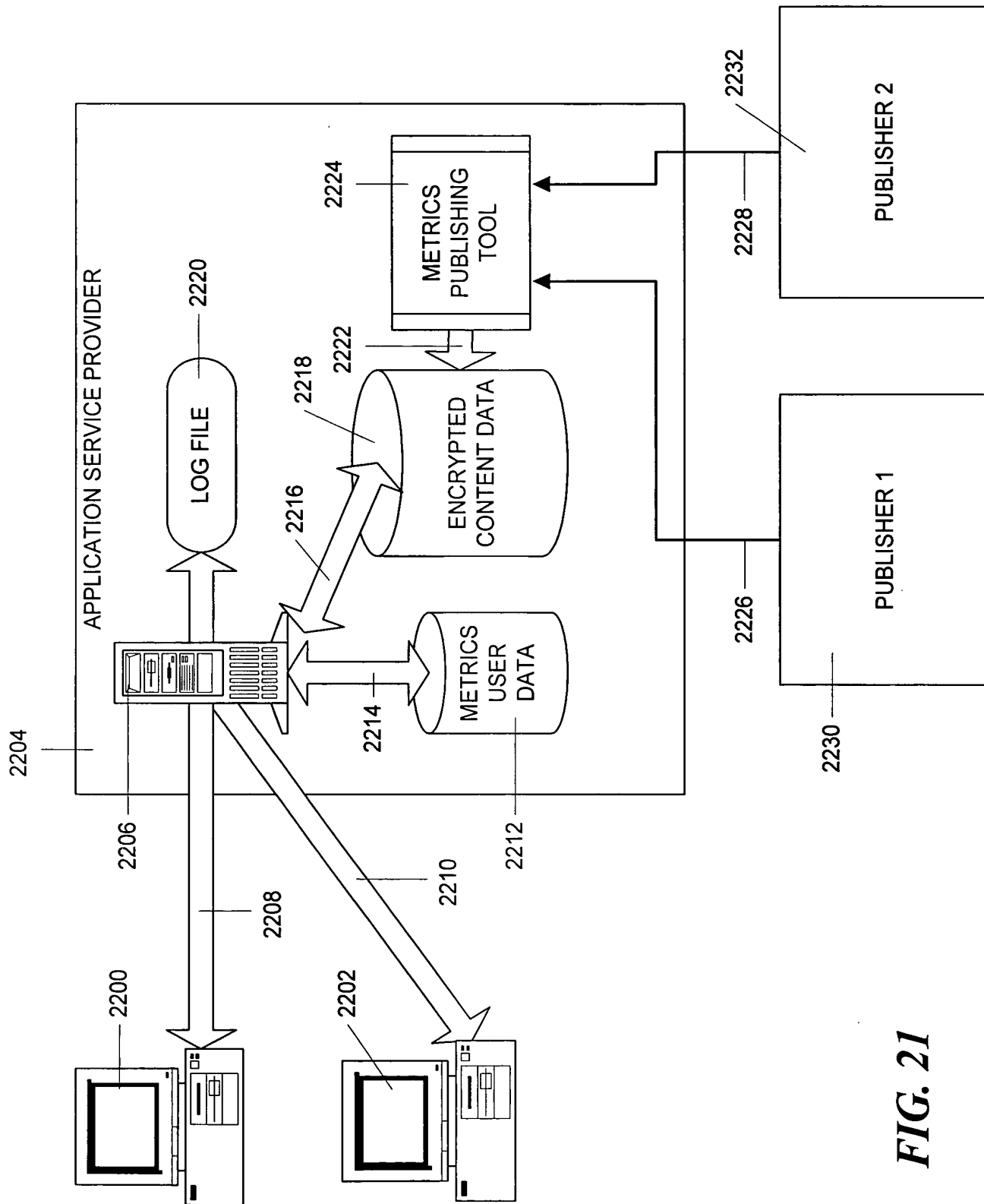
Title: METHOD AND APPARATUS FOR TRACKING AND CONTROLLING E-MAIL ...  
Inventor: Skott C. Klebe  
Filing Date: July 8, 2003  
Serial No: 10/614,950  
Docket No: C0011/7007

Customer No. 021127

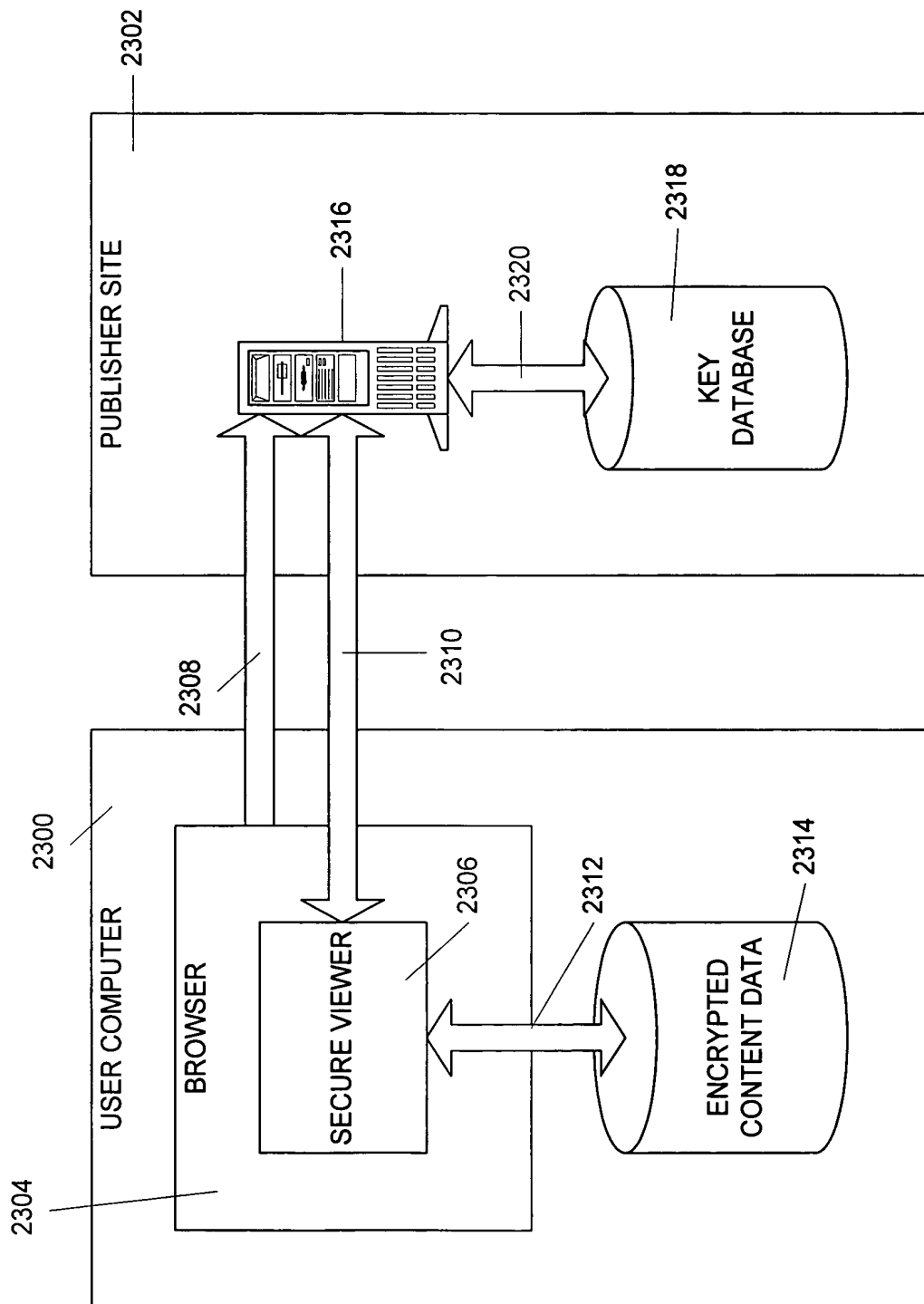
23/26



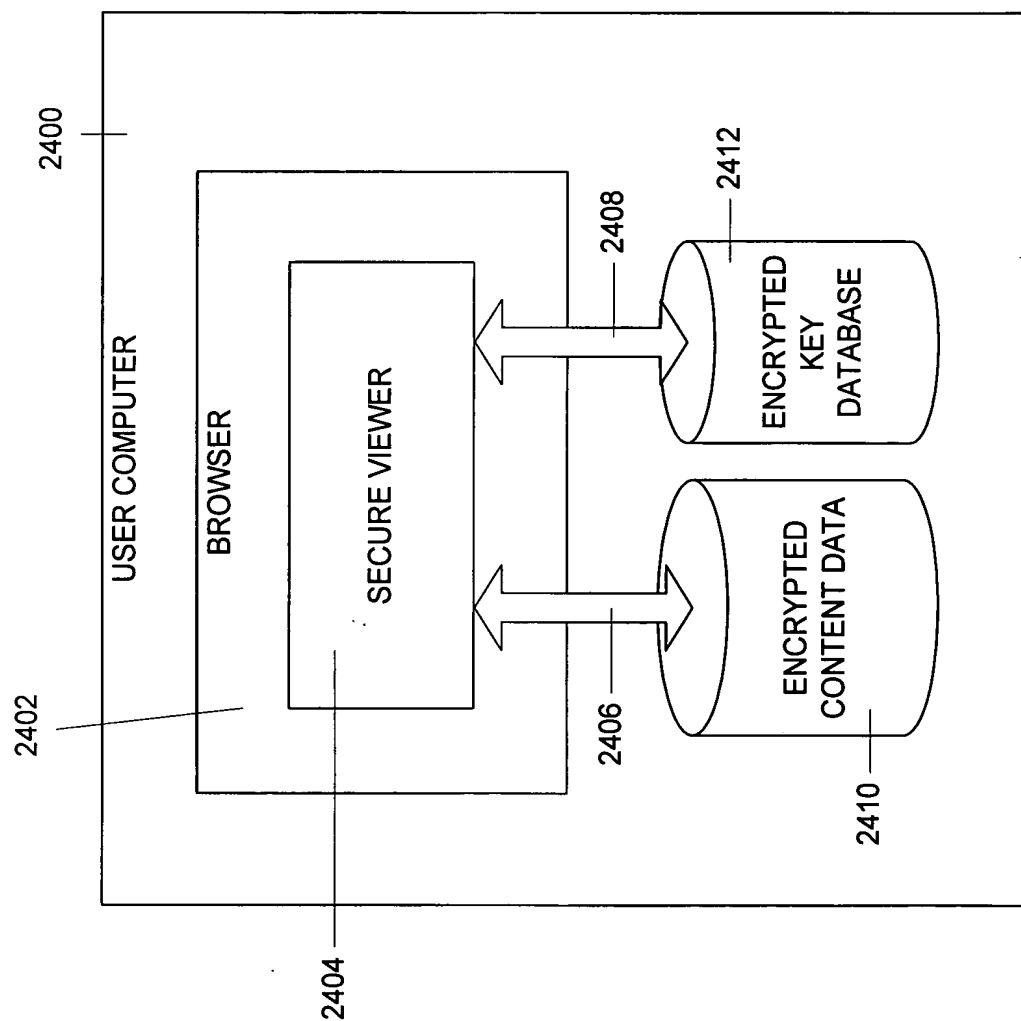
**FIG. 20**



**FIG. 21**



**FIG. 22**



**FIG. 23**